
COMPLIANCE ORDER TO BE MADE AVAILABLE IN HOME

Pursuant to the *Retirement Homes Act, 2010* S.O. 2010, Chapter 11, section 90.

Symphony Senior Living Ottawa LP
o/a Forest Valley Terrace by Symphony
1510 St. Joseph Boulevard
Orleans, ON K1C 7L1

Under section 90 of the *Retirement Homes Act, 2010* (the “Act”), the Deputy Registrar of the Retirement Homes Regulatory Authority (the “Deputy Registrar” and the “RHRA”, respectively) may serve an order on a licensee ordering it to refrain from doing something, or to do something, for the purpose of ending the contravention and achieving compliance, ensuring that the contravention is not repeated, and that compliance is maintained. The Deputy Registrar issues this Compliance Order (the “Order”) to ensure Symphony Senior Living Ottawa LP (the “Licensee”) operating as Forest Valley Terrace by Symphony (the “Home”) comes into compliance with the Act and Ontario Regulation 166/11 under the Act (the “Regulation”). This Order is made in conjunction with an Order to Pay an Administrative Penalty, issued the same date.

The Deputy Registrar has reasonable grounds to believe that the Licensee contravened the following sections of the Act:

Sections 62(4)(a), 62(4)(b)(i), (ii), (iii), and 62(9)1 of the Act by failing to provide clear directions to staff who provide direct care to residents, failing to have a plan of care on file for one resident, and failing to obtain the required approvals for resident plans of care.

Section 62(12)(b) of the Act-by failing to review and revise resident plans of care to reflect a change of care needs.

Sections 65(2)(a), (b), (c), (d), (f), and 65(5)3., of the Act and section 14(1), 27(9)(a) and (b), and 55(5)(c) of the Regulation by failing to ensure two staff members of the Home completed the required training.

Consequently, the Deputy Registrar has issued this Compliance Order.

Pursuant to section 90 of the Act, the Deputy Registrar orders the Licensee to immediately comply with the following:

1. By **May 31, 2022**, the Licensee must review and update the plans of care of all residents to ensure compliance with the Act and Regulation. If a resident does not have a plan of care the Licensee must create a plan of care and ensure that it is based on a full assessment of care needs as required by sections 43(1) and 43(2) of the Regulation. It must also set out the planned care services that the Licensee will provide to the resident, provide clear directions to staff who provide direct care to residents, and have the required approvals.
2. By **June 30, 2022**, the Licensee must demonstrate that all of the Home's management and staff, including any new hires, are trained and that staff training occurs annually or as required.
3. The Licensee must demonstrate through written reports to the RHRA that it has complied with actions 1 & 2 set out above. The Licensee must submit these ongoing reports at such regularity as is determined by the RHRA Compliance Monitor. The Licensee must also be ready to demonstrate compliance upon inspection by the RHRA.

Issued on March 23, 2022.